

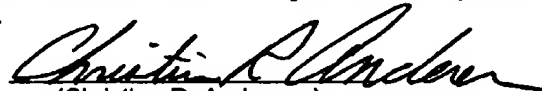
PATENT  
Customer No. 32,127  
Attorney Docket No. 99-837 RCE 1

**CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: April 14, 2005

Signature:

  
(Christian R. Andersen)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Boris S. ELMAN et al.	)	Group Art Unit: 2143
	)	
Application No.: 09/539,972	)	Examiner: J. Avellino
	)	
Filed: March 31, 2000	)	Confirmation No.: 2133
	)	
For: GRAPHICAL USER INTERFACE AND	)	Mail Stop RCE
METHOD FOR CUSTOMER CENTRIC	)	
NETWORK MANAGEMENT	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

This Amendment is being filed along with a Request for Continued Examination (RCE) and fulfills the requirement for a submission under 37 C.F.R. § 1.114. In reply to the Final Office Action mailed October 14, 2004, and the Advisory Action mailed March 10, 2005, the period for response to which has been extended through April 14, 2005 by a three-month extension filed herewith, please amend the above-identified application as follows:

U.S. Application No. 09/539,972  
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**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks** follow the amendment section of this paper.